**B Saketh Ram Goud**

**Support/DevOps Engineer**

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**Career Objective:**

As a dedicated Support Engineer in Hyderabad with over 4+ years of experience, I excel in tackling complex cloud challenges and driving efficient solutions. My expertise includes troubleshooting and maintaining IT environments, software application support, service monitoring, automation, documentation, and knowledge sharing, all while ensuring high system uptime

Recognized for my leadership in project management and effective communication, I foster collaboration and enhance service delivery. I am passionate about a role where I can leverage my problem-solving skills and cloud expertise

**Work Experience:**

**Support Engineer 2 (Amazon-Go** **Services)**  December 2022 - March 2024

* Resolved over 450 complex technical issues with a 95% success rate, significantly enhancing customer satisfaction
* Maintained system uptime of over 99% across more than 10 internal products and services, through effective troubleshooting and resolution of technical issues
* Documented and improved over 57 support procedures, enhancing efficiency and accuracy in issue tracking
* Led Python Script and JavaScript coding initiatives, conducted code reviews, automated solutions, established continuous build environments, resulting in an 18% increase in team productivity
* Orchestrated multiple large-scale events and war-rooms, thus improving service monitoring and response times by 35%
* Created dashboards using AWS QuickSight to analyze service metrics, achieving a 20% reduction in disruptions and saving $2.7k for internal clients

**Tools used in projects during SE2 in addition with previous role:**

Manage secure networking environments, DNS routing using VPN, VPC, Route 53. Leverage ECR for Docker container image management, used ECS and EKS for orchestrating containers. Used Lambda for serverless computing to invoke microservices. Implemented DynamoDB for scalable database solutions. Data visualizations with QuickSight and handled API requests through API Gateway. Additionally, I deployed containers with Fargate. I ensured high availability with ELB and ASG. Used CloudFormation for Infrastructure as Code (IaC) to provision resources for development and partner teams.

**Support Engineer 1 (Amazon-****Go)**  February 2020 - December 2022

* Managed over 3,500 trouble tickets with an average resolution time of 9 hours, leading to a 22% reduction in Tier-2 escalation rates
* Ensured 100% compliance with service level agreements through effective system support and detailed status reporting
* Collaborated with five development, server, and network teams on over 20 support projects, successfully delivering solutions within specified scopes and timelines
* Recognized for proactive customer engagement, resulting in a 27% increase in customer satisfaction scores
* Utilized CloudWatch to track system logs, identifying issues that led to a 13% reduction in downtime

**Tools used in projects during SE1 role:**

I utilized Amazon S3 to store images, EBS for persistent data storage, EC2 to launch application servers. IAM for secure access control for team members and host devices, established a VPN for secure connectivity, SNS for notifications, SQS for message processing, Amazon Connect provided customer support capabilities. Amazon One for seamless payments and utilized CloudWatch for monitoring system performance, network stability and alarms. Leveraged the above services as part of Just Walk Out (JWO) technology to enhance customer shopping experience.

**Education:**

**Anurag College of Engineering - (**BTech) Computer Science July 2008 - May 2012

**Sri Chaitanya Educational Institutions –** Intermediate June 2006 - May 2008

**Credly Certificates and Badges:**

**AWS Knowledge:** [**Migration Foundations,**](https://www.credly.com/badges/d13ef17d-47be-4a0b-8664-e309a7fe9e4b)[**Cloud Essentials,**](https://www.credly.com/badges/612280e5-3c39-4a84-bafa-31948568a12e)[**Amazon Braket,**](https://www.credly.com/badges/e7057bd5-e0fe-4608-8b97-f5e39c0ad6fd)[**Architecting**](https://www.credly.com/badges/e7057bd5-e0fe-4608-8b97-f5e39c0ad6fd)

**Skills and Tools:**

* **Soft/Personal:** Creative Spirit, Troubleshooting, Collaborative Team player, Customer Relations, Documentation, Agile Learner, Scrum, Technical Support, Project Management
* **Technical:** Linux, Slack, Docker, Security, Automation, Kubernetes, Ubuntu, Chef, Nagios, Grafana, VS-Code, Windows, AWS-DevOps, Compliance, Monitoring, Code-Deploy, Shell Scripting, Prometheus, Infrastructure as Code (IaC), CI/CD (Jenkins, Git), Kafka
* **Tech Tools**: S3, EC2, VPN, VPC, IAM, SNS, SQS, ECR, ECS, EKS, Chime, Lambda, Connect, Kinesis, Fargate, DynamoDB, Cloud9, Route-53, AmazonOne, Work-Docs, CloudWatch, Quick-Sight, API-Gateway, Direct-Connect, Cloudfront (CDN), Just-Walk-Out (JWO), Block Storege (EBS), Load-Balancing (ELB), CloudFormation (CFT), Auto-Scaling-Group (ASG)
* **Hobbies:** Book Reading, Gaming, Delving into music, Family Vacations
* **Personal Pursuits:** Volunteer at Hour of Code, Charity Events, Amazon Cares, Alexa Beta participant